



**MONTGOMERY COUNTY
FIRE AND RESCUE SERVICE**

04-01

Policy and Procedure

Page 1 of 5

Worker's Compensation Claims

5/16/16

Issued by: Fire Chief Scott E. Goldstein

Policy Number: 04-01

Authority: Montgomery County Code Section 21-3 (b)

Supersedes: Montgomery County Fire and Rescue Commission Executive Regulation #29-90, Workers' Compensation Claims, dated 2/28/91, DFRS Policy and Procedure #801 Workers' Compensation Claims, dated 3/7/91, and Fire Chief's General Order #10-16, MCFRS Work-related Injury/Illness Investigations, dated 11/17/2010.

Effective Date: May 16, 2016

SECTION 1. Purpose:

This policy establishes a standard method for personnel to use when investigating and reporting MCFRS work- related injuries and illnesses.

SECTION 2. Applicability:

This policy and procedure applies to all MCFRS personnel.

SECTION 3. Background:

This policy and procedure consolidates two old MCFRS/DFRS policies and a former Fire Chief's General Order.

SECTION 4. Definitions:

- a. **Employer's First Report of Injury Form**: The form required by the State of Maryland to report a work-related injury or illness, and is required by Montgomery County to establish a workers' compensation claim.
- b. **FROMS**: Fire Rescue Occupational Medical Services.
- c. **Infectious Exposure**: A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood, body fluids, or other potentially infectious material; inhalation of airborne pathogens; or ingestion of foodborne pathogens or toxins.
- d. **Injury**: An accidental injury arising out of and in the course of duty with MCFRS, as defined by the Maryland Workers' Compensation statute, and as interpreted by Maryland case law.



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- e. **Illness**: An ailment, disorder, sickness, or occupational disease which is the result of working under conditions inherent in the course of duty with MCFRS, as defined by the Maryland Workers' Compensation statute, and as interpreted by Maryland case law.
- f. **MEWS**: Medical Evaluation of Work Status Form.
- g. **MCSIP**: Montgomery County Self-Insurance Program.
- h. **Occupational Exposure**: An infectious exposure that resulted from performance of an individual's duties.
- i. **Risk Management Accountability Program (Risk MAP)**: The electronic database maintained by the MCFRS Safety Section, used for reporting collisions, incidents, injuries, illnesses, and near misses.
- j. **Third Party Administrator (TPA)**: A contractor of Montgomery County that is responsible for the County's 24-hour reporting service and Managed Care Program.

SECTION 5. Policy:

It is the policy of MCFRS to investigate, report, and manage work-related injuries and illnesses experienced by its personnel.

- a. All MCFRS work-related injuries and illnesses must be reported, regardless of whether or not the individual seeks treatment.
- b. The supervisor of personnel who suffer a work-related injury or illness must report the injury or illness to the TPA and their chain-of-command.
- c. All MCFRS Workers' Compensation claims must be reported through the Montgomery County Self-Insurance Program (MCSIP). Information and instructions on how to report a claim can be found at www.mcsip.org.
- d. All MCFRS work-related injuries/illnesses must be investigated and documented in Risk MAP. A work-related burn injury, exposure to communicable disease, or injury/illness that requires the individual to be admitted to the hospital must be investigated by the on-duty Safety Officer.
- e. MCFRS personnel who are off-duty and are injured while providing emergency fire, rescue, or EMS assistance in Montgomery County, Maryland, or while attending an MCFRS-approved training class, will be covered as if on-duty.

SECTION 6. Responsibility:

All MCFRS Personnel must report all work related injuries and illnesses to their Supervisor whether or not the individual seeks medical treatment.



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SECTION 7. Procedure:

a. Personnel must:

1. Report all work-related injuries or illnesses to their supervisor, no matter how minor;
2. Cooperate with, and provide truthful information regarding the incident to the Injury/illness investigator;
3. Provide a written statement to the injury investigator(s) describing the circumstances of the injury/illness;
4. Provide pertinent information regarding their condition to the TPA. If the individual is represented by an attorney such requests for information from the TPA will be made to the attorney of record for the claim.
5. Provide their licensed health care provider and/or hospital, with the information necessary, and inform the health care provider or hospital to send bills directly to the TPA or the injured party's Workers' Compensation Attorney for processing.

b. Supervisors must:

1. Arrange for immediate medical attention for personnel who sustain a work-related injury/illness, as necessary;
2. Notify the on-duty Battalion Chief, Safety Officer, or appropriate Chief Officer of the injury or illness, to start the investigation process;
3. Report the work related injury or illness through the MCSIP to the TPA. (See instructions at www.mcsip.org);
4. Identify any witnesses to the injury/illness and obtain witness contact information and, when possible, obtain a written statement; and
5. Assist the Injury Investigator as necessary.

c. The Battalion Chief, Safety Officer, or appropriate Chief Officer is responsible for:

1. Reporting immediately to the scene of the injury/illness;
2. Determining any additional resources needed to assist with the investigation;
3. Conducting the injury/illness investigation;
4. Ensuring the supervisor of the injured/ill personnel reports the injury/illness to the TPA;
5. Notifying the Duty Operations Chief(s), Safety Officer, and appropriate rostered Chief; and
6. Immediately notifying the Safety Chief of:
 - A. work-related injuries that result in hospitalization;
 - B. work-related death, amputation, loss of an eye; and
 - C. other severe work-related injuries or illnesses.



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d. The Injury/Illness Investigator(s) is responsible for:

1. Reporting immediately to the scene and investigating the injury/illness;
2. Determining whether an Injury Investigation Team is needed;
3. Inspecting, documenting, and impounding as necessary, any Personal Protective Equipment or other equipment that is involved in the injury/illness;
4. Gathering from all parties, information including, but not limited to:
 - A. the circumstances that led to the injury/illness;
 - B. photographs of the scene, and notes on the weather; and
 - C. statements from injured/ill personnel and witnesses.
5. Determining cause of the injury or illness, preventability, corrective actions and reporting the findings in Risk MAP and notifying the appropriate Chief Officer;
6. Completing a Risk MAP report within 24 hours and ensuring an AD5 report is sent to the Duty Operations Chief or appropriate Chief Officer for career personnel if a lost time injury/illness occurs;
7. Ensuring that the required reports and statements of personnel are properly completed and submitted as required; and
8. Notifying the appropriate LFRD Chief.

e. The Duty Operations Chief is responsible for ensuring that this policy is followed and:

1. Ensuring that the injury/illness is properly investigated and reported;
2. Ensuring that an injury investigator is assigned;
3. Notifying the Fire Chief and other Chief Officers, as required;
4. Ensuring the LFRD Chief or designee is notified when LFRD personnel sustain an injury/illness;
5. Assisting, as needed, in providing replacement personnel to ensure that appropriate staffing is maintained;
6. Assisting the Injury Investigator as necessary; and
7. Reviewing AD5 requests and forwarding them as appropriate.

f. The MCFRS Safety Section is responsible for:

1. All Risk MAP data, and reviewing all completed Risk MAP reports to ensure their accuracy and completeness;
2. Conducting any follow-up investigation required;
3. Attaching the First Report of Injury to the Risk MAP Report;



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4. Ensuring injury investigators are qualified, as established by MCFRS;
5. Notifying County Risk Management and/or Maryland Occupational Safety and Health Administration when there is a work-related:
 - A. Death;
 - B. Injury or illness that requires in-patient hospitalization;
 - C. Amputation, or
 - D. Loss of an eye.

SECTION 8. Cancellation:

This policy cancels and supersedes Montgomery County Fire and Rescue Commission Executive Regulation #29-90, Workers' Compensation Claims, dated 2/28/91, DFRS Policy and Procedure #801 Workers' Compensation Claims, dated 3/7/91, and Fire Chief's General Order #10-16, MCFRS Work-related Injury/Illness Investigations, dated 11/17/2010.

SECTION 9. Attachments:

- a. Medical Evaluation of Work Status (MEWS) Form.

Approved:

A handwritten signature in black ink, appearing to read "Scott Goldstein".

Scott E. Goldstein, Fire Chief
Montgomery County Fire and Rescue Service

May 16, 2016

Date



**MONTGOMERY COUNTY
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MCFRS Document Policy

02/24/16

Issued by: Fire Chief Scott E. Goldstein

Policy Number: 06-02

Authority: Montgomery County Code Section 21-3 (b)

Supersedes: DFRS Policy and Procedure No.1, "*Policies and Procedures*", and FCGO 05-01 "*Bill 36-03 Implementation and Changes of Business Practice*"

Effective Date: February 24, 2016

SECTION 1. Purpose:

To establish a standard for writing, issuing, and amending policies, procedures, bulletins, orders, and directives.

SECTION 2. Applicability:

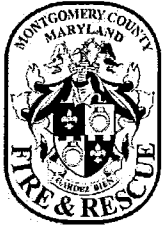
All personnel in the Montgomery County Fire and Rescue Service (MCFRS).

SECTION 3. Background:

Division of Fire Rescue Services (DFRS) Policy and Procedure 1 was applicable to career uniformed employees. This policy updates information and is applicable to all personnel in MCFRS.

SECTION 4. Definitions:

- a. **DFRS Policy and Procedure:** A legacy document that was applicable to career employees when written.
- b. **Directive:** A statement of direction, policy, or procedure which primarily affects one Division of MCFRS or is limited in scope.
- c. **Document Control Officer:** The MCFRS employee assigned by the Fire Chief who has the responsibility for policy and procedure review and development.
- d. **Executive Regulation:** A County-wide policy that has been approved by County Council, pursuant to Montgomery County Code, Section 2A-15. Executive Regulations are stored and grouped with MCFRS Policies and Procedures.
- e. **Fire Chief's General Order (FCGO):** An operational or administrative order, issued by the Fire Chief, and applicable to all MCFRS Divisions, Sections, and personnel, established by, and pursuant to Montgomery County Code, Section 2-39A.



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FIRE AND RESCUE SERVICE**

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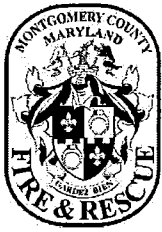
MCFRS Document Policy

02/24/16

- f. **Form:** A standardized document, electronic or hard copy, which is used to record or transmit specific information.
- g. **Information Bulletin (IB):** A statement issued by an MCFRS Section or Division providing information about a specific topic. IB's do not provide direction to personnel, but they may describe a process used by the Section or Division.
- h. **MCFRS Policy and Procedure (P&P):** A document issued by the Fire Chief that gives a broad vision as well as specific directions. Unless specifically designated otherwise, MCFRS Policies and Procedures apply to all MCFRS personnel. Policies and Procedures issued prior to 2005 were referred to as Fire and Rescue Commission Policies.
- i. **MCFRS Policies and Procedures Webpage (P&P Webpage):** The official method of collecting, storing, and transmitting MCFRS Policies and Procedures, Orders, Directives, and Bulletins.
- j. **Notice and Opportunity (N&O):** A process for represented bargaining groups to review and comment on new or revised controlling documents.

SECTION 5. Policy:

- a. This policy does not limit the Fire Chief's authority to create or issue documents independent of this process.
- b. An index of current and rescinded Policies and Procedures, Orders and Directives must be maintained and archived.
- c. New documents on the MCFRS P&P Webpage must be posted as searchable pdf's.
- d. Rescinded Policies and Procedures, Orders, and Directives must remain available and searchable on the MCFRS Policy and Procedure Webpage. Rescinded documents must include the effective date and a brief notation of the reason or authority for the rescission.
- e. MCFRS Policy and Procedures are of equal authority to Fire Rescue Commission Policies, but do not supersede Executive Regulations, orders by the County Executive, Montgomery County Administrative Procedures, Personnel Regulations, or Collective Bargaining Agreements.
- f. The Fire Chief, in his or her sole discretion, may approve an exception to any MCFRS Policy and Procedure, Order, Directive, or other controlling document. Notice of such action must be provided to the certified bargaining units.
- g. Distribution of a new or revised document automatically cancels the previous version of the same document and will be identified by a new issue date and a cancellation section.
- h. FCGO's, Directives, and Bulletins must include an automatic expiration date if they are written for limited duration events or scenarios.



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MCFRS Document Policy

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SECTION 6. Responsibility:

- a. All MCFRS personnel are responsible for:
 - 1. Familiarizing themselves and adhering to all Policies and Procedures, FCGO's, Directives, and Bulletins.
 - 2. Supervisory personnel are responsible for ensuring that subordinate personnel know and comply with all applicable Policies and Procedures, Orders, Directives and other controlling documents.
- b. Station Officers are responsible for reviewing new Policies and Procedures, FCGO's, Directives and other controlling documents with on-duty personnel.
- c. Division Chiefs and the leaders in all MCFRS organizational elements are responsible for:
 - 1. Annually reviewing Policies and Procedures, Orders, Directives and Bulletins that directly affect their Division, Section, or organizational element; and
 - 2. Initiating the development, revision, or rescission of documents;
 - 3. Ensuring the continued progress of new and revised documents from start to finish;
 - 4. Considering the comments and feedback received; and
 - 5. Reviewing and commenting on all other draft policies and procedures and directives in a timely fashion.
- d. The Document Control Officer or designee is responsible for:
 - 1. Maintaining master files of issued documents in editable and protected formats;
 - 2. Assigning document numbers;
 - 3. Coordinating the distribution and receipt of documents going to and from Notice and Opportunity; and
 - 4. Annually reviewing the Policy and Procedure Webpage.

SECTION 7. Procedure:

- a. Any MCFRS personnel may forward a proposal to their Division Chief via the chain-of-command, to establish, revise, or modify a current policy or procedure.
- b. Documents must be prepared in accordance with the format and standards contained in this policy and its attachments. The originator must submit draft documents to his or her Division Chief via the chain-of-command. Each level of the chain-of-command will provide appropriate comment and/or recommendation. The Division Chief will then forward the draft document to the Document Control Officer.
- c. All MCFRS Policies and Procedures, Orders, Directives, Forms, and Bulletins must be typed using the "Arial 12 point" font.



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- d. All MCFRS Policies and Procedures, Orders, Directives, Forms, and Bulletins must include:
 - 1. A header including a County or MCFRS emblem and the relevant Section or organizational unit if applicable;
 - 2. The date issued, updated, or effective;
 - 3. Page numbers; and
 - 4. A position (ie, The EMS Battalion Chief), Section, or Division to contact for information.
- e. MCFRS Policies and Procedures must be formatted as in Attachment A.
 - 1. All nine section headers must be included in every Policy and Procedure.
 - 2. If any of the sections aren't relevant, they should be marked "Not applicable"
- f. Fire Chief's General Orders must be formatted as shown in Attachment B and numbered sequentially by year (e.g., 15-01).
- g. Directives must be formatted as shown in Attachment C and numbered sequentially by year (e.g., 15-01).
- h. Information Bulletins must be formatted as shown in Attachment D and numbered sequentially by year (e.g., 15-01).
- i. The Document Control Officer or designee will review the draft document for organization, conflict, and readability, making appropriate changes according to recommendations received from the chain-of-command.
- j. The draft document will be circulated for comment to Division Chiefs and to the affected MCFRS Section. Comments must be returned to the Document Control Officer within 30 days of distribution of the draft for each round of comments.
- k. The Fire Chief or designee may request an expedited N&O for time-sensitive documents and the bargaining units must make a good-faith effort to comply.
- l. When sending draft documents out for comment, the Document Control Officer will distribute:
 - 1. A clean copy incorporating the proposed changes with brackets and underlines removed.
 - 2. A marked-up version containing the proposed changes with indications of new and deleted language (If the document is a revised or amended version). If there are extensive changes, the marked-up version may be omitted with a notation that all parts of the document should be considered changed.
- m. After receiving input generated by the N&O process, the Document Control Officer or designee will review the draft document comments, make final editorial changes, and prepare a final copy for the Fire Chief's signature.
- n. Signed FCGO's, Directives, and Information Bulletins will be published on the Webpage and an email notification will be sent to all MCFRS County email addresses.



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MCFRS Document Policy

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- o. Signed FCGO's will be sent to the Fire and Emergency Services Commission (FESC) for approval or disapproval.
- p. The Fire Chief or designee will send Executive Regulations and MCFRS Policies and Procedures to the FESC for approval or disapproval.
- q. Once approved by the FESC, MCFRS Policies and Procedures will be published on the Webpage and an email notification will be sent to all MCFRS personnel who have County email addresses.
- r. Cancellation or rescission of documents will be done in writing and issued by the Fire Chief.
- s. Rescinded documents will have bold markings placed on the front page indicating the rescission. A brief description of the reasons for cancellation will be added to the document for future research.

SECTION 8. Cancellation:

This policy cancels and replaces DFRS Policy and Procedure No.1, "Policies and Procedures" issued December 5, 2002 and FCGO 05-01 "Bill 36-03 Implementation and Changes of Business Practice"

SECTION 9. Attachments:

- A. Policy and Procedure format
- B. Fire Chief's General Order format
- C. Directive format
- D. Information Bulletin format

Approved:

A handwritten signature in black ink, appearing to read "Scott Galt".

Fire Chief

Montgomery County Fire and Rescue Service

February 23, 2016

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**MONTGOMERY COUNTY
FIRE AND RESCUE SERVICE**

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Policy and Procedure

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**MCFRS Document Policy
"Attachment A"**

11/24/15

**MCFRS
Document
Policy,**

"Attachment A"

Issued by: Fire Chief _____

Policy Number: XX-XX

Authority: Montgomery County Code Section 21-3 (b)

Supersedes: Policy and Procedure XX-XX, *Name of old policy in italics*, dated January 1, 2015

Effective Date: September 1, 2015

SECTION 1. Purpose:

A brief description of the intent of the policy. When there is only one paragraph of narrative, no subsections are required. It can simply be a non-indented paragraph starting below the "SECTION" heading.

- a. For anything beyond a single paragraph, subsections should ¼" indent – Statements should start with capitalized letters, terms do not need to. All rows of a given section should be vertically aligned 1/4" to the right of the subsection identifier (a,1,A, etc). -----

- b. -----

1. ½" indent

A. ¾" indent

i. 1" indent

- Bulleted lists may be used, and should be indented ¼" from the section above; followed by a semi colon and "and" or "or"

SECTION 2. Applicability:

The organizational element and/or personnel affected.

a.

1.

A.

i.



**MONTGOMERY COUNTY
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**MCFRS Document Policy
"Attachment A"**

11/24/15

SECTION 3. Background:

Brief background material should be included when it is essential or important to the understanding of the policy.

a.

SECTION 4. Definitions:

Words, terms, or phrases which are essential for the reader to understand specific meaning and/or intent. Definitions may be written specifically for the document, if they differ from the normal MCFRS usage.

- a. **Word or Term:** The term being defined. _____

SECTION 5. Policy:

"Broad-view" objectives, strategies, or goals that describe intent of the Policy and Procedure.

a.

SECTION 6. Responsibility:

Organizational elements and their areas of responsibility, along with authority to act.

SECTION 7. Procedure:

Detailed, step-by-step actions to be taken.

a.

SECTION 8. Cancellation:

The specific document (s) being cancelled, replaced, revised, or amended, along with the effective date.

a.

SECTION 9. Attachments:

Any documents or appendices that support the policy.



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**MCFRS Document Policy
"Attachment A"**

11/24/15

Approved:

Signature

Fire Chief

September 24, 2015

Date

Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

NUMBER: 15-XX

November 24, 2015

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TO: All MCFRS Personnel
FROM: Fire Chief Scott E. Goldstein
SUBJECT: FCGO Example

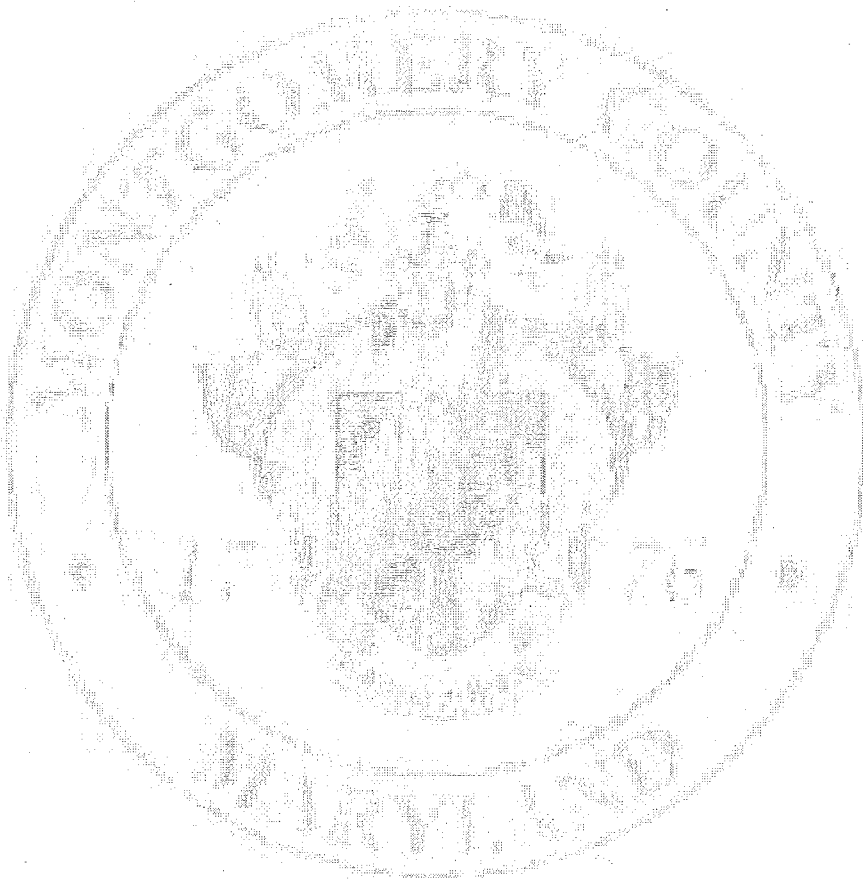
This FCGO replaces and rescinds FCGO XX-XX

Text in Arial 12.

**MCFRS Document
Policy, "Attachment B"**

FCGO 15-XX
Title of FCGO
November 24, 2015
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Page 2 format



Montgomery County Fire and Rescue Service
Directive
Division of _____

NUMBER: 15-XX
November 24, 2015
Page 1 of 2

TO: All MCFRS Personnel
FROM: Division Chief
SUBJECT: Directive Example

MCFRS Document
Policy, "Attachment C"

This Directive replaces and rescinds Directive XX-XX

Text in Arial 12.

NUMBER: 15-XX
Title of Directive
November 24, 2015
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Formatting for subsequent pages



Montgomery County Fire and Rescue Service Information Bulletin

From the _____ Section/ Division

NUMBER: 15-XX

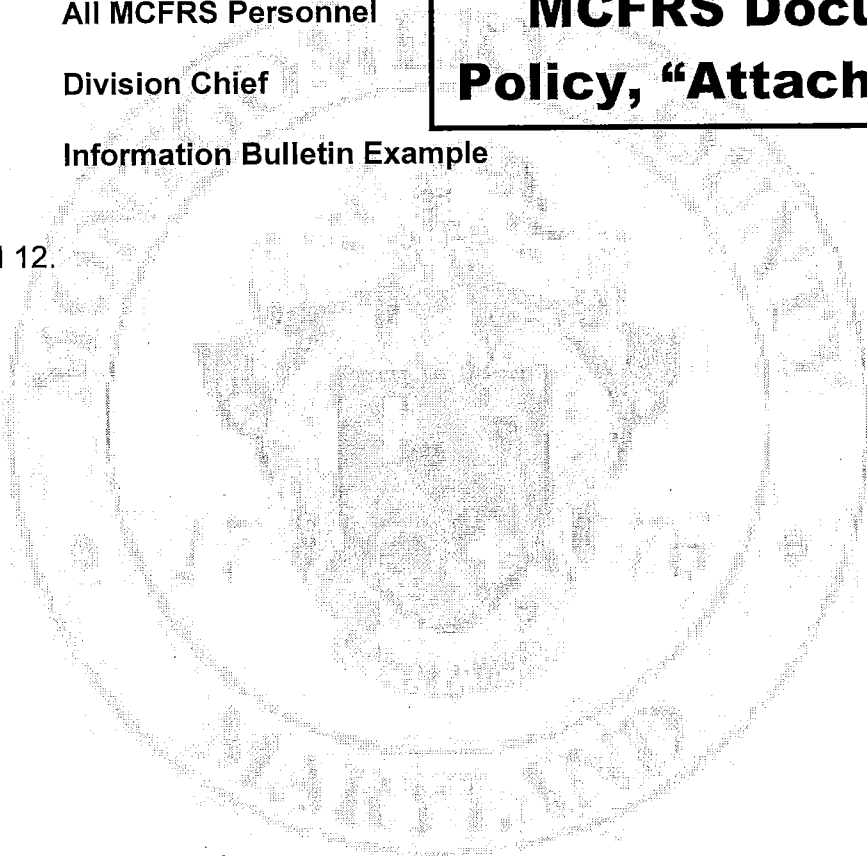
November 24, 2015

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TO: All MCFRS Personnel
FROM: Division Chief
SUBJECT: Information Bulletin Example

**MCFRS Document
Policy, "Attachment D"**

Text in Arial 12.



Information Bulletin 15-XX
Title of Information Bulletin
November 24, 2015
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Page 2 format

For further questions or clarification, contact _____ Section Chief.



POLICY AND PROCEDURE

MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

No. 15-01

EFFECTIVE DATE:

April 21, 2015

TITLE

Station Management

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MONTGOMERY COUNTY FIRE AND RESCUE SERVICE POLICY

STATION MANAGEMENT

Issued by: Fire Chief

Policy No. 15-01

Authority: Montgomery County Code Section 21-2 (d)(4)

Effective Date: April 21, 2015

Section 1. **Purpose:** To establish a Station Management program that facilitates the appropriate and effective use of station, staffing, and records resources that meet Montgomery County Fire and Rescue Service (MCFRS) goals and objectives.

Section 2. **Applicability:** This policy applies to all MCFRS personnel.

Section 3. **Definitions:**

- a. **Battalion Line-Up.** A document created, maintained, and controlled by each Battalion, on a daily basis, that identifies specific personnel assigned to specific riding assignments on apparatus.
- b. **Collateral Activity Period.** An activity period specifically designated to give personnel the flexibility to meet individualized training requirements, conduct performance appraisals, counsel personnel, and maintain or perform station-related duties
- c. **Fire and Rescue Station (Station).** The apparatus and facilities, including all buildings and other real property, and all related vehicles and vehicle equipment, that are or can be used to house or provide fire, rescue, or emergency medical services, as defined at Montgomery County Code Section 21-1 (c).
- d. **Log Book.** The official, complete, and accurate daily record of the activities, both emergency and non-emergency, of a fire and rescue station.
- e. **Pass-On Book.** A hardcopy or electronic document that contains information that is shared by station personnel from one shift to the next, regarding issues affecting the station, facility, apparatus, or surrounding community, other than issues related to personnel or incidents.
- f. **Personnel.** All members of Montgomery County Fire and Rescue Service, both career and volunteer, including members of a Local Fire and Rescue Department.



POLICY AND PROCEDURE

No. 15-01

MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

EFFECTIVE DATE:

April 21, 2015

TITLE

Station Management

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- g. **Station Commander.** The MCFRS Captain designated by the Operations Chief to facilitate readiness and support of the facility, apparatus, and personnel at his or her assigned station.
- h. **Station Officer.** For the purpose of this policy, "Station Officer: refers to the senior MCFRS officer, Captain or below, on-duty at a Fire Rescue Station.

Section 4. Policy:

MCFRS is committed to maintaining the operational readiness of its personnel, facilities, records, and apparatus, while ensuring a safe and healthy work environment. This Policy and Procedure applies to all personnel.

All personnel must comply with the provisions of this Station Management policy. Exceptions to, or postponement of, scheduled activities may be made due to call load or operational reassignment by supervisors. These changes must be documented in the logbook, including pass-on information. Station Management policy objectives must be implemented in a manner that supports:

- Readiness for response
- Training
- Map and preplan maintenance, and area familiarization
- Facility maintenance, repairs, and supplies
- Fire prevention and community outreach
- Maintenance of apparatus and supplies
- Maintenance of small tools and equipment
- Physical fitness training

Each day, Station Officers must schedule four Daily Activity Periods unless otherwise designated by the Station Commander, Battalion Chief, or the Duty Operations Chief (or Local Fire and Rescue Department (LFRD) Duty Officer for stations with LFRD staffing). The four periods are: daily apparatus checks, morning, afternoon, and evening. Each of the four Activity Periods must be for one to two hours in duration. Apparatus checks must be a priority at the beginning of each shift. The other three Daily Activity Periods may include PT, drills, fire prevention, public education, apparatus maintenance, training, station maintenance, and those that would occur during a Collateral Activity Period.

Section 5. Responsibilities:

a. The Station Commander must:

1. Establish, plan, and assign duties to ensure a high level of operational readiness of the station, apparatus, and personnel. Where applicable, these duties shall be in cooperation with the LFRD leadership.



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MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

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EFFECTIVE DATE:

April 21, 2015

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Station Management

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2. Maintain a **Station Reference Manual**, and ensure that its contents are continually reviewed, updated, and made available to all station personnel. The manual must contain information that is instructional for routine station operations, including, but not limited to: personnel contact and call-back information, LFRD leadership contact information, repair procedures, and maintenance schedules. MCFRS will provide a template for this manual on Quicklinks. The **Station Reference Manual** does not supersede any regulation, policy, or General Order.
3. Post a written schedule of daily and weekly activities.
4. At LFRD-owned or managed stations, coordinate with the LFRD concerning issues involving maintenance, repairs, or improvements of the facility, apparatus, and equipment. As per the current "Right of Entry" agreement between the County and an LFRD, the County must notify the LFRD of vendors entering a station, except for routine deliveries noted in a contract between the County and a vendor (e.g. oxygen, fuel, etc.).
5. Coordinate and designate personnel for collateral duties.
6. Establish and maintain a system to ensure function, compliance, and record keeping for equipment, apparatus, and systems, including, but not limited to, the following:
 - Generator
 - Fuel tanks, oil tanks, and applicable monitoring systems
 - Compressors: SCBA and service air
 - Fire detection and extinguishment
 - Hood and duct
 - HVAC
 - Septic Tank
 - Grease Trap
 - Elevator
 - Apparatus check out sheets, daily SCBA checks and fuel logs
 - SCBA
 - Hose testing
 - Maps
 - Ropes
 - Apparatus snow chains
 - Small tools
 - Metering devices
 - Ground ladders



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Station Management

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The Station Commander's responsibility is to coordinate maintenance of the parts of the facility that directly support operations and the delivery of service.

7. Ensure the ordering, receipt, storage, and reconciliation of station supplies including, but not limited to:

- Janitorial/Housekeeping
- Apparatus/Fleet
- Administrative/Office
- Oxygen
- EMS supplies
- Bottled water
- Public education
- Foam

The Station Commander's responsibility is to maintain supplies that directly support operations and the delivery of service.

b. The Station Officer must:

1. Manage the daily operation, readiness, security, safety, and cleanliness of the station, apparatus, and personnel.
2. Ensure that scheduled personnel have reported for duty and documented their presence via the approved method.
3. Assign riding positions based on service needs, qualifications, and personnel development. The process for assigning riding positions shall comply with any MOU between the County and an LFRD that is in place prior to the effective date of this policy.
4. Complete the relevant portion of the electronic Battalion Line-up using the "S-drive" or other approved information-sharing method or information location. If the Station Officer does not have access to the information location in which Battalion Line-up is stored, he/she must provide riding assignments to the Battalion Chief using another method to share the information.
5. Implement scheduled station duties as assigned by the Station Commander.
6. Check MCFRS and station calendars for scheduled events.
7. Take immediate action to limit damage in the event of a facilities failure. Initiate



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repair and maintenance requests following procedures in the Station Reference Manual, including notification to the LFRD of any significant damage or failure at LFRD owned or managed stations.

8. Check the station and account for the presence of both regular and reserve apparatus.
9. Ensure completion of daily checks of apparatus and portable equipment as agreed upon by the Station Commander and the LFRD or designated Battalion Chief.
10. Ensure that apparatus defects are reported in accordance with current MCFRS procedures.
11. Ensure that subordinates' timecards are up-to-date, and that overtime is properly requested and approved.
12. Ensure that electronic incident/unit/and EMS reports are completed in accordance with current MCFRS procedures.
13. Complete any fuel storage monitoring process as established by the Station Commander.

c. The Local Fire and Rescue Department (LFRD) must:

As applicable, coordinate with the Station Commander regarding issues involving the facility, and its maintenance, repairs, improvements and equipment.

Section 6. Procedures:

- a. When personnel report for duty, or provide early relief, they must place their personal protective equipment in their assigned riding position.
- b. When the Station Officer reports for duty, he or she must exchange relevant information with the off-going Station Officer
- c. At 0700 hours, and at other times, when there are significant personnel changes at the Fire Station, the **Station Officer** must conduct a Line-up and review the following information:
 - riding position assignments for all personnel
 - activities planned for the day



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- station maintenance area assignments for all personnel known apparatus defects
 - recently approved Fire Chief's General Orders, Directives, Policies and Procedures, Information Bulletins, and applicable LFRD documents
 - systems and hydrants in or out of service
 - streets closed
 - other pertinent information.
- d. A Line-up board must document riding assignments, and activities planned for the day/shift.
- e. Daily checks of apparatus must include ensuring the presence of radios, cardiac monitors and computer equipment (MDC's, ePCR's, etc).
- f. Daily check-out sheets must be signed or initialed by the personnel that performed the check-out on the apparatus or equipment.
- g. The **Station Officer** must use any unscheduled time to complete activities that were interrupted by incidents or unexpected events.
- h. Any event or activity that will make apparatus unavailable, or that will move apparatus outside the station's first due area, must be scheduled in advance or coordinated with the on-duty Battalion Chief and comply with the current Special Event Policy.
- i. When station alerting is out of service, the **Station Officer** must designate a station watch. Personnel assigned to station watch must:
1. Remain awake;
 2. Stay in the watch office or common area of the station; and,
 3. Monitor the radio, have the means to write down dispatch information, and alert the personnel in the station when appropriate.
- j. Log Book Requirements and Procedures. A securely-bound log book must be maintained at each fire and rescue station, to accurately document the day's activities. Personnel must make log book entries regarding all events, as assigned by the Station Officer, including, but not limited to: incidents, activities, injuries, changes in apparatus or apparatus inventory, security issues, property damage, station alerting outages, and visits by vendors, repair personnel, and others. If the Station Commander has designated a Pass-On book for non-incident related information, the events listed above must be entered into the Pass-On book.



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1. All log books must have numbered pages. Pages must not be removed from the log book.
2. A log book day begins at 0001 hours and ends at 2400 hours. A new page must be started each day at 0001 hours. At 2400 hours, an entry must indicate the end of the day, and a diagonal line must be drawn through the unused spaces on the page.
3. The day and date must be entered on the first line of each new page.
4. Each day, at the beginning of a shift, the Station Officer or designee must make an entry in the log book indicating the on-duty shift.
5. On-duty personnel must enter both their arrival for duty, and departure from duty, unless another approved log is maintained.
6. All log book entries must be legible, and must include the Fire Department ID (FDID) of the person making the entry.
7. Blank lines must not be left between entries. "Late Entry" must be written at the left of the time of entry for any entry that is not in chronological order.
8. If an error is made, a single horizontal line must be drawn through the incorrect entry. The corrected entry must be made and initialed by the individual making the correction. Erasures and the use of correctional fluid or tape are prohibited.
9. Fire and rescue incident entries must be printed in red ink. All other entries must be printed in black or blue ink.
10. Incident entries must use the format below:

Time out	Incident number	Run # (if used)	Address	Dispatched for
Time in	Actual incident type	Unit/OIC, Unit/OIC, etc.		FDID entry

11. No individually identifiable health information about a patient or incident may be recorded under any circumstances.
12. A formal Pass-On book, or electronic document, may be substituted for an entry in the log-book for issues unrelated to personnel or incidents. The resulting formal pass-on book or electronic document must be accessible by all station personnel.
13. Both the current and most recently retired log books must be available at each station. The Station Commander, in coordination with the LFRD Department Head



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must maintain the current log book and secure log books that are no longer in current use.

14. Log books are not to be removed from the station without the knowledge of, and approval by, the Station Commander or LFRD Department Head.

Section 7. **Suspension:** The activities outlined in this Policy may be modified or suspended by the MCFRS Fire Chief on holidays, or at other times, at the Fire Chief's discretion.

Section 8. **Implementation and Enforcement:** The Fire Chief is the implementation and enforcement authority for all policies and regulations of the Montgomery County Fire and Rescue Service.

Section 9. **Effective Date:** This policy is effective on April 21, 2015

Section 10. **Revocation:** This policy supersedes and replaces DFRS Policy and Procedure 240 "Station Management" and FRC Policy 01-05 "Standardized Station Log Book Policy".

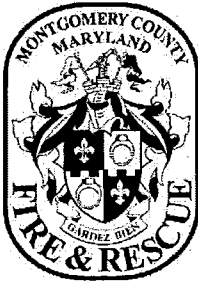
Approved:

A handwritten signature in black ink, appearing to read "Scott Goldstein".

Scott E. Goldstein, Acting Fire Chief

Date April 7, 2015

Montgomery County Fire and Rescue Service



**MONTGOMERY COUNTY
FIRE AND RESCUE SERVICE
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21-02

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CARE AFTER PRONOUNCEMENT OF DEATH

Issued by Fire Chief Scott E. Goldstein
Authority of Montgomery County Code Section 21-3 (b)
Policy Number 21-02
Supersedes FRC Policy 21-02D *D.O.A Response Policy 11/04/94*
Effective October 1, 2015

SECTION 1. Purpose:

This policy establishes procedural guidelines to direct the activities of MCFRS personnel responding to an incident involving a victim who is obviously dead upon their arrival on the scene (DOA) or who has been declared dead by MCFRS personnel after unsuccessful resuscitation efforts. It is intended to enable personnel to respond effectively, complete appropriate documentation, interact effectively with police agencies and provide emotional support and other assistance to surviving family members.

SECTION 2. Applicability:

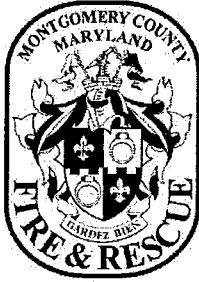
This policy applies to all MCFRS personnel and units when dispatched to, or operating on, an incident involving a patient who is presumed dead or whose resuscitation has been terminated.

SECTION 3. Background:

With the adoption of "High Performance CPR", MCFRS more frequently terminates resuscitation efforts while still on scene. This policy was developed to care for families of patients and to address transfer of incident scenes to law enforcement agencies.

SECTION 4. Definitions:

- a. **Accidental Death**: A death due to trauma or injury that does not appear to be suspicious in nature;



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- b. **Maryland MOLST form**: (Medical Orders for Life-Sustaining Treatment): Standardized form used by patients to document their wishes regarding resuscitation and lifesaving treatment. (COMAR 10.01.21). A Maryland EMS DNR form may be accepted, as will other written or verbal DNR orders as described in the Maryland Medical Protocol;
- c. **Natural Death**: A death that appears to have resulted from a previously known medical condition;
- d. **Sudden Infant Death Syndrome: (SIDS)** The unexplained death, usually during sleep, of a seemingly healthy baby less than a year old;
- e. **Suspicious Death**: A death which may have resulted from violence, neglect, abuse or foul play, or which may have occurred under any unusual circumstances;
- f. **Termination of Resuscitation (TOR)**: The cessation of field resuscitation based upon the guidelines described in the current Maryland Medical Protocol.

SECTION 5. Policy:

It is MCFRS policy to attempt resuscitation on all potentially salvageable victims of sudden and unexpected cardiac arrest, with the exception of those who have indicated, through the use of the **MOLST form**, that they do not wish such procedures attempted. MCFRS also strives to protect the patient and family by avoiding futile resuscitation efforts, to provide support to survivors, to maximize the safety of its providers and to secure potential crime scene from contamination. This policy is not intended to supersede local, state, or federal law, or Maryland Medical Protocols.

SECTION 6. Responsibility:

- a. All MCFRS personnel are responsible for:
 - 1. A professional and compassionate interaction with the families or friends of deceased patients; and
 - 2. Maintaining scene integrity and cooperating with law enforcement.



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE POLICY AND PROCEDURE

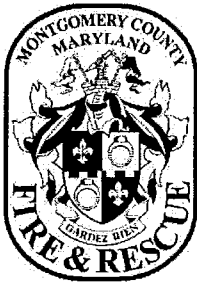
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SECTION 7. Procedure:

- a. Personnel may pronounce the death of a pulseless, apneic patient when:
 1. Indications described in the current Maryland Medical Protocol are met (e.g., decapitation, rigor mortis, insufficient resources in the case of a mass casualty incident); or
 2. A valid **MOLST** or DNR form is presented, or other written or oral documentation of **MOLST** / DNR status as described in the current Maryland Medical Protocol; or
 3. Resuscitation is discontinued using the **Termination of Resuscitation** protocol in the current Maryland Medical Protocol.
- b. Upon pronouncement of death, all additional responding units will be placed in service. At least one Fire Rescue unit will remain on the scene to await arrival of police, unless the death is at a skilled nursing facility, or the unit is required to respond on another emergency incident if there is a shortage of resources.
 1. In the case of what appears to be an **accidental** or **suspicious death**, a Fire Rescue unit will remain on the scene until the arrival of law enforcement.
- c. Working with MCFRS personnel, law enforcement will determine if the death is natural, accidental, or suspicious.
- d. Upon determination of **natural death**, Fire/Rescue personnel should:
 1. Advise the family, if present, of the patient's death;
 2. Offer assistance as needed, including, but not limited to:
 - A. Calling friends, relatives, clergy, or private physician;
 - B. Answering any questions simply and truthfully, to the best of the provider's ability;
 - C. Accompanying the family to view the body, if desired; and
 - D. Advising the family that police will arrive to do a routine investigation.
 - E. Note: Attachment B is a list of suggestions which may help in "breaking the news" to the family.



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE POLICY AND PROCEDURE

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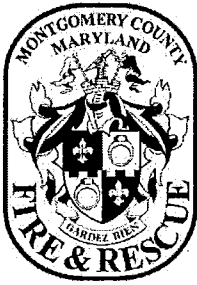
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- e. Gather required information for incident and patient reports, including:
 - 1. Time that death was pronounced;
 - 2. Patient name, date of birth, medical history, medications;
 - 3. Recent illnesses or complaints;
 - 4. Time the individual was last seen alive;
 - 5. Description of the scene/body orientation; and
 - 6. Actions taken by family or bystanders prior to arrival.
 - 7. Note: Attachment A is a checklist that may be initiated by Fire Rescue personnel and given to the first arriving police officer to assist in information retrieval and exchange.
- f. If the death is thought to be **accidental** or **suspicious**:
 - 1. Maintain crew safety;
 - 2. Limit entry into the scene and avoid movement of the body; and
 - 3. Back out of the scene as soon as possible, but document any observations of weapons, personal effects, body position, notes and obvious injuries.
- g. Despite the presence of obvious signs of death, it is often appropriate to transport suspected SIDS cases to the hospital with CPR in progress. All possible support must be given to the parents or guardians in such cases, including arranging for their transport to the hospital (riding with the patient in the back of the EMS unit if they wish). Preserve the scene and note in the incident report the initial position of the patient, sheets, toys, etc., along with any statements made by the parents or caretakers; and
- h. All information must be thoroughly documented with an eMeds report (or an MCFRS approved successor to eMeds).

SECTION 8. Cancellation:

This policy cancels and supersedes FRC Policy 21-02D *D.O.A Response Policy*, dated 11/04/94.



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SECTION 9. Attachments:

- A. MCFRS/ MCPD Joint Actions After Pronouncement of Death
- B. *Supporting the Bereaved*

Approved:

September 14, 2015

A handwritten signature in black ink, which appears to read "Scott Goldstein". The signature is written in a cursive, flowing style.

Scott E. Goldstein, Fire Chief

Montgomery County Fire and Rescue Service



EXECUTIVE REGULATION

NO. 22-00 AM

EFFECTIVE DATE:

July 9, 2002

MONTGOMERY COUNTY FIRE AND RESCUE COMMISSION

TITLE CODE OF ETHICS AND ON-DUTY
PERSONAL CONDUCT

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MONTGOMERY COUNTY FIRE AND RESCUE SERVICE EXECUTIVE REGULATION

CODE OF ETHICS AND ON-DUTY PERSONAL CONDUCT

Issued by: Montgomery County Fire and Rescue Commission
Executive Regulation No. 22-00AM

Authority: Code Section 21-19 and 21-2 (d) (3)

Supersedes: Temporary Executive Regulation No. 22-00T

Council Review Method (2) under Code Section 2A-15

Register Volume 17, Issue 12

Effective Date:

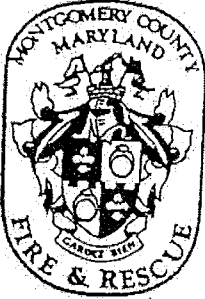
SUMMARY: This regulation adopts the Code of Ethics and On-Duty Personal Conduct establishing standards of behavior for all fire, rescue, emergency medical services, and administrative personnel.

DEADLINES: Montgomery County Fire Board Review: May 31, 2000
Montgomery County Register Comment: May 31, 2000
Local Fire and Rescue Depts. Review: May 31, 2000
Div. of Fire and Rescue Services Review: May 31, 2000

ADDRESS: Please address all comments pertaining to the proposed regulation to Beth Feldman, Montgomery County Fire and Rescue Service, 12th Floor, 101 Monroe Street, Rockville, MD, 20850. Comments may also be emailed to beth.feldman@co.mo.md.us

STAFF: For additional information, please call Beth Feldman, Montgomery County Fire and Rescue Service, (240) 777-2423.

BACKGROUND: This regulation adopts a code of ethics and personal conduct to ensure that all on-duty fire, rescue, emergency medical services, and administrative personnel conduct themselves with courtesy and professional integrity in their relationships with each other, irrespective of their MCFRS affiliation, and with the community. They must maintain an environment that is free of discrimination and harassment.



EXECUTIVE REGULATION

MONTGOMERY COUNTY FIRE AND RESCUE COMMISSION

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Sec. 1. **Purpose.** To adopt a code of ethics and on-duty personal conduct governing the on-duty activities and behavior of all Montgomery County Fire and Rescue Service operational and administrative personnel. This regulation is not intended to invalidate, replace, or supersede other applicable federal, State, or County laws, regulations, procedures and policies. To the extent permitted by federal, State, and County laws, regulations, procedures and policies, an LFRD or DFRS may adopt policies that may be applied to its own organization that are more stringent than this regulation.

Sec. 2. **Applicability.** This regulation applies to the on-duty conduct of all fire, rescue, emergency medical services, and administrative personnel of the Montgomery County Fire and Rescue Service. All other conduct not expressly covered by this policy is subject to applicable federal, State, and County laws, regulations, policies and procedures.

- a. County Personnel. This regulation applies to all Montgomery County Fire and Rescue Service personnel, in addition to all other applicable federal, State and County laws, regulations, policies, procedures, and applicable collective bargaining agreements.
- b. LFRD Personnel. This regulation applies to all LFRD personnel, in addition to all other applicable federal, State, County, and Local Fire and Rescue Department laws, regulations, policies, and procedures.

Sec. 3. Definitions.

- a. Discrimination. Prejudicial action, treatment, or disparagement based on an individual's race, color, religion, creed, ancestry, national origin, age, sex, marital status, sexual orientation, disability, or protected genetic information.
- b. Division of Fire and Rescue Services (DFRS). The Division of the Montgomery County Fire and Rescue Service comprising career employees and DFRS volunteers, that shares with the Local Fire and Rescue Departments the responsibility for providing direct fire suppression, rescue, and emergency medical services.



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MONTGOMERY COUNTY FIRE AND RESCUE COMMISSION

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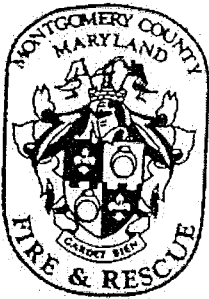
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- c. **Division of Volunteer Fire and Rescue Services (DVFRS)**. The Division of the Montgomery County Fire and Rescue Service that, along with the Local Fire and Rescue Departments, shares with DFRS the responsibility for providing direct fire suppression, rescue, and emergency medical services.
- d. **Fire Administrator**. The non-uniformed department head of the Montgomery County Fire and Rescue Service who is appointed by the County Executive. The Fire Administrator serves as ex officio chair of Fire and Rescue Commission, and is responsible for implementing and enforcing Commission policies, administering all fire and rescue services provided in the County, and supervising the Chiefs of both the Division of Fire and Rescue Services and the Division of Volunteer Fire and Rescue Services. For the purposes of this regulation, the term "Fire Administrator" includes his or her designee.
- e. **Harassment**. Written, verbal, or physical conduct that has the purpose or effect of unreasonably interfering with any individual's work performance, or creating an intimidating, hostile, or offensive working environment.
- f. **Internal Affairs Officer**. The individual appointed by the Fire Administrator, on the recommendation of the Commission, to assist the Commission and the Administrator in monitoring compliance with law and County and Commission policies, regulations, and procedures. The Internal Affairs Officer also investigates matters assigned by the Fire Administrator or the Fire and Rescue Commission.
- g. **Local Fire and Rescue Department (LFRD)**. A component of the Montgomery County Fire and Rescue Service that provides direct fire suppression, rescue, and emergency medical services, in conjunction with DFRS.
- h. **Montgomery County Fire and Rescue Service (MCFRS)**. The combined service comprising the Division of Fire and Rescue Services and the Division of Volunteer Fire and Rescue Services that includes the Local Fire and Rescue Departments.
- i. **MCFRS Premises**. This term includes, but is not limited to: MCFRS fire and rescue stations and their operational areas; watch offices; day rooms; apparatus bays; bunkrooms; exercise areas; offices; and satellite locations.



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- j. **MCFRS Private Banquet Facility.** A limited area within LFRD premises that may be designated as a private banquet facility on a temporary basis, to conduct functions officially authorized by the LFRD. The LFRD president or department head must make a written designation in the permanent official LFRD records before the function, and provide a contemporaneous notice to the Fire Administrator.

The designated area must not be used as an operational area at the same time as the function. It may be used for the consumption of food and beverages, including alcoholic beverages, during officially authorized receptions. Alcoholic beverages must not be removed from this designated area, and must not be consumed anywhere else on LFRD premises.

k. **On-Duty Personnel.**

1. For purposes of this regulation, MCFRS personnel are "on-duty" when they:
 - A. are involved with the assigned service, business, activity, or work of MCFRS;
 - B. work during scheduled hours;
 - C. act or represent MCFRS in an official capacity; or
 - D. provide direct emergency care or services to the public.
2. In addition, consistent with the Fire and Rescue Commission's authority under County Code Sections 21-2(d)(3) and 21-19, the standards of conduct in this regulation apply to any MCFRS personnel who:
 - A. are present at, on, or in any MCFRS premises, apparatus, or vehicle; or
 - B. actively participate at a fire, rescue, or emergency medical incident.
3. Personnel may not be subject to the standards of conduct in this regulation simply because they are in a MCFRS private banquet facility.



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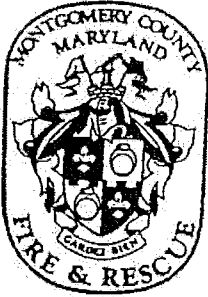
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- l. **Personnel.** All fire, rescue, and emergency medical service personnel, including all employees and all volunteers. This includes administrative staff as well as operational personnel.

- m. **Serious violation.** An alleged incident by MCFRS personnel involving a threat to the public or personnel safety, or related to a violation that undermines the public trust and confidence in the fire and rescue service. A serious violation includes an egregious: negligent act or omission; theft of property; criminal felony; assault; battery; or other violation of law, County policy, Commission policy, or any order of the Administrator.

- n. **Sexual Harassment.** Verbal or physical conduct that may include:
 1. making unwelcome sexual advances;
 2. requests for physical conduct of a sexual nature; and
 3. any written, verbal, or physical conduct (including contact) of a sexual nature or conduct based on one's gender, including gender stereotyping or animus, if
 - A. an individual's submission to that conduct is made either explicitly or implicitly a term or condition of the individual's employment or membership;
 - B. an individual's submission to or rejection of that conduct is used as a basis for employment or membership decisions affecting that individual; or
 - C. that conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive environment.

In the context of Sec. 3.n.3.A.-C., sexual harassment includes, but is not limited to: requests for sexual favors; using threats or force to obtain sexual favors; sexual propositions or innuendo; suggestive comments; sexually oriented teasing or joking; jokes about gender-specific traits; unwelcome or uninvited touching, patting, pinching, or brushing against another's body;



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obscene spoken or written language; obscene gestures; and displaying offensive or obscene printed, audio, visual, or Internet material.

- o. **Unbecoming Conduct.** Improper behavior, including any: criminal conduct; violence in the workplace as defined in this Regulation; material misrepresentation; misappropriation of funds or property; possession of illegal weapons; failure to obey safety practices; false allegation or misleading statement; dishonest, discriminatory, harassing (sexual or otherwise), or lewd act; or retaliation for a real or perceived injury.
- p. **Violence in the Workplace.** The exertion or threat of physical force by on-duty personnel that is likely to injure or abuse other MCFRS personnel or the public.

Sec. 4. Policy. It is the policy of the Fire and Rescue Commission to ensure that all **on-duty personnel** maintain an exemplary standard of personal integrity and ethical conduct in their relationships with each other and with the public at all times. **On-duty personnel** must conduct themselves in a professional manner that is beyond reproach.

- a. **Compliance with Other Applicable Standards.** All **on-duty personnel** must comply with all applicable federal, State, and local laws and regulations, including Fire and Rescue Commission or County policies and procedures, laws, Executive Orders, Personnel Regulations, and the County Charter. They must also conform to all laws applicable to fire, rescue, and emergency medical services, and the general public. These laws include Chapters 11B (Procurement), 19A (Ethics), and 27 (Human Rights and Civil Liberties) of the Montgomery County Code.

The LFRDs and DFRS are responsible for taking appropriate disciplinary action(s) for any violation of this Code of Ethics and On-Duty Personal Conduct by their respective **on-duty personnel**, and for immediately reporting any serious violation to the Fire Administrator.

- b. **Orders and Directives.** All **on-duty personnel** must obey a supervisor's order or directive, unless it would require the **on-duty personnel** to commit an illegal, reckless, or unethical act. A supervisor or higher ranking officer, as designated in the *Integrated Emergency Command Structure* (IECS), must not issue any order that he or she knows, or reasonably should know, would require a subordinate to commit an illegal, reckless, or unethical act, or that would violate these or other established policies.



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1. If a supervisor or higher ranking officer issues an order to an individual that conflicts with another previously issued order, policy, or procedure, the individual must immediately call attention to the conflicting order. If the conflicting order is not rescinded by the supervisor or higher ranking officer, that order will stand.
 2. The responsibility for an order rests with the individual issuing it.
- c. Personal Conduct. On-duty personnel must behave in a professional manner that reflects favorably on the Montgomery County Fire and Rescue Service at all times. They must not commit any act that constitutes conduct unbecoming a member of the fire and rescue service.
1. On-duty personnel must be courteous and respectful toward the public, each other, and one another's MCFRS affiliation, and maintain proper decorum and behavior. On-duty personnel must not use violent, insolent, or obscene language or behavior at any time.
 2. On-duty personnel must not refer to or speak to any other person or group in a way that may reasonably be construed as demeaning or constituting discrimination.
 3. All on-duty personnel must assure an environment free of discrimination, harassment, or sexual harassment. Individuals should notify another person when that person's act or behavior is offensive, or report the matter to a supervisor. Personnel must report acts or statements of discrimination, harassment, or sexual harassment to their supervisors, in accordance with federal, State, or County laws, regulations, policies, and procedures. All supervisors, through their appropriate chain-of-command, must investigate these allegations, and when appropriate, implement corrective actions.
 4. On-duty personnel must always behave with professionalism regarding any physical contact. Unwelcome or offensive touching is prohibited.
 5. On-duty personnel must not possess, be under the influence of, or consume an alcoholic beverage while on duty. In addition, personnel must not consume an alcoholic beverage within four hours before going on duty.



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- A. All **on-duty personnel** must not operate a LFRD or County vehicle while under the influence of, or within four hours after consuming any alcoholic beverage.
 - B. For formal events or official social functions to which representatives from **MCFRS** are invited because of their public service roles, capacities, responsibilities, or titles, it is recognized that serving, openly displaying, possessing, or consuming alcoholic beverages is legal. **MCFRS personnel** who attend these events may possess, consume, and openly display alcoholic beverages, as long as they do not violate other provisions of this regulation or any other law or policy.
6. On-duty personnel must not use, possess, or be under the influence of any narcotic or controlled dangerous substance at any time, unless prescribed for that person by a licensed health care practitioner.
- A. On-duty personnel must not unreasonably, improperly, or immoderately use prescription or non-prescription drugs.
 - B. Personnel who are taking any prescription or non-prescription medication that may at any time affect their job performance must inform their supervisor of this fact. The supervisor must facilitate a telephone or personal consultation for the individual with Montgomery County's Occupational Medical Section, a physician at a local hospital, or a physician at a County-designated health care provider, who must then inform the supervisor regarding the individual's fitness for duty. The individual must participate in, and be honest, during the consultation. The condition for which the prescription or non-prescription medication is prescribed or used must remain confidential between the individual and the health care provider.
7. On-duty personnel must not take, tamper with, maliciously damage, or borrow without permission any County or LFRD equipment or property, or the personal property of another. Personnel must obtain permission from the Fire Administrator before putting DFRS property to personal use. Personnel must obtain permission from the highest ranking LFRD official or designee before putting LFRD property to personal use.



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8. On-duty personnel must refrain from any horseplay that a reasonable person should know may injure someone, or damage DFRS or LFRD equipment or property, or the personal property of another.
 9. On-duty personnel are responsible for the conduct of their guests at all times while on County or LFRD property. The behavior of guests of MCFRS personnel must not impair, disrupt, damage, delay, or otherwise negatively affect MCFRS operations, or violate any provision of this regulation. If a guest fails to comply with any request to cease offensive behavior, on-duty personnel must notify the on-duty command officer, LFRD Chief, or LFRD President, who must take appropriate action.
 10. On-duty personnel must treat County or LFRD property appropriately, and maintain the property in good, clean, and operating condition.
 11. On-duty personnel must not engage in any unbecoming conduct.
 12. On-duty personnel must not alter, materially misrepresent, or otherwise misuse any MCFRS document, rule or regulation, policy, or financial report.
 13. MCFRS personnel must not make any false or misleading statements during the course of an investigation, or in order to initiate an investigation.
- d. Confidentiality. All MCFRS personnel have the same rights of confidentiality under Sec. 10-616(i) of the State Government Article, Maryland Public Information Act. Under this Act, a custodian of records must deny inspection of an individual's personnel record, regardless of whether he/she is a career or volunteer MCFRS member. These records include an application, performance rating, or scholastic achievement information. However, a custodian must permit inspection by the person in interest, or an elected or appointed official who supervises the work of that individual.
- e. Reports. On-duty personnel must submit all required reports in accordance with established policy and procedures. The reports must be accurate, truthful, complete, and timely.



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Sec. 5. Enforcement. The Fire Administrator is the enforcement authority for all policies and regulations of the Montgomery County Fire and Rescue Service.

- a. Applicable Provisions. If any applicable County law, regulation, policy, or other standard that has a specific enforcement provision is violated, the specific enforcement provision applies.
- b. Reporting Alleged Violations. If this policy is violated, or if a policy is violated for which an enforcement provision is not otherwise described, the procedure below must be followed.
 1. For an alleged violation by **on-duty LFRD personnel**, the LFRD's highest ranking official or designee must promptly begin an investigation.
 - A. **On-duty LFRD personnel** who witness a violation, or to whom a third party documents a violation in writing, must promptly verbally notify the highest ranking LFRD official when it is learned that **LFRD personnel** were involved. The initiating on-duty LFRD **personnel** must also promptly provide the highest ranking LFRD official with a complete written report describing the alleged violation.
 - B. **On-duty DFRS personnel** who witness a violation, or to whom a third party documents a violation in writing, must promptly verbally notify the on-duty DFRS District Chief. The DFRS District Chief must then verbally notify the highest ranking LFRD official. The initiating on-duty DFRS **personnel** must also promptly provide the District Chief with a complete written report describing the alleged violation. The District Chief must then provide the highest ranking LFRD official with a written report describing the alleged violation.
 2. For an alleged violation by **on-duty DFRS personnel**, the DFRS Division Chief must promptly begin an investigation.
 - A. **On-duty LFRD personnel** who witness a violation, or to whom a third party documents a violation in writing, must promptly verbally notify the highest ranking LFRD official when it is learned that **DFRS personnel** were involved. The highest ranking LFRD official must then verbally notify his/her on-duty DFRS District Chief. The



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initiating on-duty LFRD personnel must also promptly provide the highest ranking LFRD official with a complete written report describing the alleged violation. The highest ranking LFRD official must then provide the designated DFRS District Chief with a written report describing the alleged violation.

- B. On-duty DFRS personnel who witness a violation, or to whom a third party documents a violation in writing, must promptly verbally notify their on-duty DFRS District Chief when it is learned that DFRS personnel were involved. The initiating on-duty DFRS personnel must also promptly provide the on-duty DFRS District Chief with a complete written report describing the alleged violation.
3. After completing an investigation, the highest ranking LFRD official, DFRS Division Chief, DVFRS Division Chief, or the Fire Administrator must promptly take appropriate action.
- c. Documentation. When MCFRS personnel witness a violation, or a third party documents a violation in writing, the LFRD department head or designee, or the assigned DFRS District Chief, as appropriate, must prepare and provide a written report of each alleged violation and its disposition to their respective authorities in a timely manner.
- d. Serious Violation. In addition to the requirements of Secs. 5.b. and 5.c., the LFRD or DFRS official who is responsible for initiating an investigation of a violation must promptly report an allegation of a **serious violation** to the Fire Administrator. The Fire Administrator must acknowledge receiving that report, and must begin investigating an allegation of a **serious violation** within 24 hours of receiving written notification, to determine whether public safety or MCFRS personnel safety is threatened. If the Fire Administrator determines that the allegation indicates that a **serious violation** has occurred, the Fire Administrator may immediately remove an individual from the *Integrated Emergency Command Structure*, or take other action permitted by law, pending the completion of the investigation.
 1. Disposition of a Serious Violation.
 - A. If the Fire Administrator is not satisfied with an LFRD or DFRS official's disposition of a **serious violation**, the Fire Administrator



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must notify the party(ies) in writing within 30 days after the Fire Administrator receives notice of the action taken.

- B. The Fire Administrator must refer any unsatisfactory disposition by an LFRD or DFRS official to the Internal Affairs Officer for investigation. The Internal Affairs Officer, in consultation with the Fire Administrator, may appoint a representative ad hoc committee to help investigate technical matters. The Internal Affairs Officer must present a finding of facts to the Fire Administrator, who must then take appropriate action(s).

2. Formal Complaint of a Serious Violation to the Fire Administrator.

Upon receiving a formal complaint of a serious violation, the Fire Administrator must promptly notify the subject of the complaint of the allegation.

- A. Except for investigations identified in Sec.5.b. above: 1. where DFRS personnel are the subject of the complaint, the Fire Administrator must provide confidential notification to the DFRS Division Chief; and 2. where LFRD personnel are the subject of the complaint, the Fire Administrator must provide confidential notification to the highest ranking LFRD official. The DFRS Chief and the highest ranking LFRD official must hold this information as confidential and must not divulge it to any other party, except for those authorized to participate in the investigation or disposition of the matter. Those authorized individuals must also keep this information confidential.
- B. The subject of the complaint must be informed of the initiation of an investigation, except for allegations of criminal conduct, sexual harassment, Title VII violations, or other conduct for which investigatory procedures are covered by another law, regulation, or policy.

3. Representative during Investigation of a Serious Violation. During the investigation of a serious violation of which the subject of the complaint must be notified under Sec. 5.d.2.A., LFRD personnel and DFRS bargaining unit employees may have a representative present during an investigative interview. Provisions for representation must not



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unreasonably delay proceeding with the investigative interview or the conduct of the investigation. Representation may continue throughout the investigative and disciplinary process. Interviews of **DFRS personnel** must be conducted in accordance with applicable provisions of the collective bargaining agreement or County Personnel Regulations.

- e. **Violence in the Workplace.** Violence in the workplace is strictly prohibited, and is considered a serious violation under this policy.

1. Upon receiving a report of an occurrence of **violence in the workplace**, the **Fire Administrator** must promptly consult with the highest ranking **LFRD** official, **DFRS** Chief, or **DVFRS** Chief, as appropriate.
2. If immediate action is necessary to maintain **personnel** and public safety, and safe fire and rescue service operations, the highest ranking **LFRD** official, **DFRS** Chief, **DVFRS** Chief, or the **Fire Administrator** must remove **personnel** from **MCFRS** premises or from their duty assignment, pending an investigation or other appropriate action taken by the highest ranking **LFRD** official, **DFRS** Chief, **DVFRS** Chief, or the **Fire Administrator**.

- f. **Appeals.** An appeal of decisions or orders of the **Fire Administrator** to the Fire and Rescue Commission, or decisions or orders of the Fire and Rescue Commission, must be processed according to Chapter 21-7 of the County Code, or other applicable laws, policies, or regulations.

Sec. 6. **Evaluation.** The Fire and Rescue Commission should periodically evaluate the application and effectiveness of this regulation. This evaluation may include soliciting input from all areas of the **MCFRS** community and the public by using questionnaires, Town Meetings, or other public forums.



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Sec. 7. **Severability.** If a court of final appeal holds that part of this regulation is invalid, the invalidity does not affect other parts of the regulation.

Attest:

Gordon A. Aoyagi, Chairman
Montgomery County Fire and Rescue Commission

June 14, 2002
Date

APPROVED AS TO FORM AND LEGALITY:

OFFICE OF COUNTY ATTORNEY

BY

DATE

Richard H. Hackett
Montgomery County Attorney
6/18/02

Code of Ethics final clean 6/17/02